

HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P. O. Box 272400
Fort Collins, Colorado 80527-2400

PATENT APPLICATION
ATTORNEY DOCKET NO. 10004623-1

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): David M. Payne

Confirmation No.:

Application No.: 09/874,082

Examiner: Saeid Ebrahimi Dehkordy

Filing Date: 6/4/2001

Group Art Unit: 2626

Title: Network-based Technical Support and Diagnostics

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Mail Stop
Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- | | |
|---------------------------------|--|
| (X) Response/Amendment | () Petition to extend time to respond |
| () New fee as calculated below | () Supplemental Declaration |
| (X) No additional fee | |
| () Other: _____ | (fee \$ _____) |

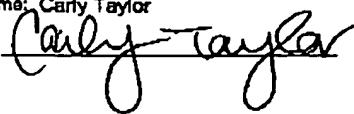
CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS		MINUS		=	X 50	\$
INDEP. CLAIMS		MINUS		=	X 200	\$
[] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+	\$
EXTENSION FEE	1ST MONTH	2ND MONTH	3RD MONTH	4TH MONTH		\$
					OTHER FEES	\$
					TOTAL ADDITIONAL FEE FOR THIS AMENDMENT	\$

Charge \$ 0.00 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

(X) I hereby certify that this paper is being transmitted
to the Patent and Trademark Office facsimile
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Number of pages:

Typed Name: Carly Taylor

Signature: 


David A. Morasch

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Application Serial No.09/874,082
Filing Date06/04/2001
InventorshipPayne et al.
5 Applicant.....Hewlett-Packard Company
Group Art Unit2626
ExaminerS. Ebrahimi Dehkordy
Attorney's Docket No.10004623-1
Title: Network-based Technical Support and Diagnostics

10 **RESPONSE TO OFFICE ACTION DATED JANUARY 3, 2005**

15 To: Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

From: David A. Morasch
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Intellectual Property Administration
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